

SERIAL 05161 RFQ TELECOM CONSULTANT

DATE OF LAST REVISION: September 28, 2005 CONTRACT END DATE: September 27, 2006

CONTRACT PERIOD THROUGH SEPTEMBER 27, 2006

TO: All Departments
FROM: Department of Materials Management
SUBJECT: Contract for **TELECOM CONSULTANT**

Attached to this letter is published an effective purchasing contract for products and/or services to be supplied to Maricopa County activities as awarded by Maricopa County on **September 28, 2005**.

All purchases of products and/or services listed on the attached pages of this letter are to be obtained from the vendor holding the contract. Individuals are responsible to the vendor for purchases made outside of contracts. The contract period is indicated above.

Wes Baysinger, Director
Materials Management

LC/mm
Attach

Copy to: Clerk of the Board
Jim Price, OCIO
Steve Bartlett, OCIO
Cary Parker, OCIO
Chris Baldwin, OCIO
Tom Crosby, OCIO
Mirheta Muslic, Materials Management



CONTRACT PURSUANT TO RFQ

05161-RFQ

This Contract is entered into this 28th day of September, 2005 by and between Maricopa County ("County"), a political subdivision of the State of Arizona, and **TELECOM RESOURCES INTERNATIONAL, Inc.** an Arizona corporation ("Contractor") for the purchase of TELECOMMUNICATION CONSULTING services.

1.0 TERM

- 1.1 This Contract is for a term of One (1) years, beginning on the 28th day of September, 2005 and ending the 27th day of September, 2006.

2.0 PAYMENT

- 2.1 As consideration for performance of the duties described herein, County shall pay Contractor the sum stated in Final Pricing, attached hereto and incorporated herein as Exhibit "A."
- 2.2 Payment under this Contract shall be made in the manner provided by law. Invoices shall be prepared and submitted in accordance with the instructions provided on the purchase order. Invoices shall contain the following information: contract number, purchase order number, description of services, unit prices, and extended totals.

3.0 DUTIES

- 3.1 The Contractor shall perform all duties stated in the Agreed Scope of Work, attached hereto and incorporated herein as Exhibit "B."
- 3.2 During the Contract term, County shall provide Contractor's personnel with adequate workspace for consultants and such other related facilities as may be required by Contractor to carry out its contractual obligations.

4.0 TERMS & CONDITIONS

4.1 INDEMNIFICATION AND INSURANCE:

4.1.1 **INDEMNIFICATION**

4.1.2 Indemnification.

To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless the County, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including but not limited to attorney fees and costs, relating to this Contract.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

4.1.3 Insurance Requirements.

CONTRACTOR, at **CONTRACTOR'S** own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of B++6. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of **COUNTY**. The form of any insurance policies and forms must be acceptable to **COUNTY**.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of **COUNTY**, constitute a material breach of this Contract.

CONTRACTOR'S insurance shall be primary insurance as respects **COUNTY**, and any insurance or self-insurance maintained by **COUNTY** shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect coverage afforded under the insurance policies to protect **COUNTY**.

The insurance policies may provide coverage, which contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to **COUNTY** under such policies. **CONTRACTOR** shall be solely responsible for the deductible and/or self-insured retention and **COUNTY**, at its option, may require **CONTRACTOR** to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

COUNTY reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. **COUNTY** shall not be obligated, however, to review such policies and/or endorsements or to advise **CONTRACTOR** of any deficiencies in such policies and endorsements, and such receipt shall not relieve **CONTRACTOR** from, or be deemed a waiver of **COUNTY'S** right to insist on strict fulfillment of **CONTRACTOR'S** obligations under this Contract.

The insurance policies required by this Contract, except Workers' Compensation, shall name **COUNTY**, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

The policies required hereunder, except Workers' Compensation, shall contain a waiver of transfer of rights of recovery (subrogation) against **COUNTY**, its agents, representatives, officers, directors, officials and employees for any claims arising out of **CONTRACTOR'S** work or service.

4.1.3.1 Commercial General Liability. **CONTRACTOR** shall maintain Commercial General Liability Insurance (CGL) and, if necessary, Commercial Umbrella Insurance with a limit of not less than \$1,000,000 for each occurrence with a \$2,000,000 Products/Completed Operations Aggregate and a \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage including, but not limited to, the liability assumed under the indemnification provisions of this Contract which coverage will be at least as broad as Insurance Service Office, Inc. Policy Form CG 00 01 10 93 or any replacements thereof. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

The policy shall contain a severability of interest provision, and shall not contain a sunset provision or commutation clause, or any provision which would serve to limit third party action over claims.

The CGL and the commercial umbrella coverage, if any, additional insured endorsement shall be at least as broad as the Insurance Service Office, Inc.'s Additional Insured, Form CG 20 10 10 01, and shall include coverage for **CONTRACTOR'S** operations and products.

4.1.3.2 Automobile Liability. **CONTRACTOR** shall maintain Automobile Liability Insurance and, if necessary, Commercial Umbrella Insurance with a combined single limit for bodily injury and property damage of no less than \$1,000,000, each occurrence, with respect to **CONTRACTOR'S** vehicles (including owned, hired, non-owned), assigned to or used in the performance of this Contract. If hazardous substances, materials, or wastes are to be transported, MCS 90 endorsement shall be included and \$5,000,000 per accident limits for bodily injury and property damage shall apply.

4.1.3.3 Workers' Compensation. **CONTRACTOR** shall carry Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of **CONTRACTOR'S** employees engaged in the performance of the work or services, as well as Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

CONTRACTOR waives all rights against **COUNTY** and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by **CONTRACTOR** pursuant to this agreement.

In case any work is subcontracted, **CONTRACTOR** will require the Subcontractor to provide Workers' Compensation and Employer's Liability insurance to at least the same extent as required of **CONTRACTOR**.

4.1.4 Certificates of Insurance.

4.1.4.1 Prior to commencing work or services under this Contract, Contractor shall have insurance in effect as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall be made available to the County upon 48 hours notice. **BY SIGNING THE AGREEMENT PAGE THE CONTRACTOR AGREES TO THIS REQUIREMENT AND FAILURE TO MEET THIS REQUIREMENT WILL RESULT IN CANCELLATION OF CONTRACT.**

In the event any insurance policy(ies) required by this contract is(are) written on a "claims made" basis, coverage shall extend for two years past completion and acceptance of **CONTRACTOR'S** work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to **COUNTY** fifteen (15) days prior to the expiration date.

4.1.4.2 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

4.2 NOTICES:

All notices given pursuant to the terms of this Contract shall be addressed to:

For County:

Maricopa County
Department of Materials Management
Attn: Director of Purchasing
320 West Lincoln Street
Phoenix, Arizona

For Contractor:

Telecom Resources International (TRI)
7119 E. Shea Blvd.
Suite 109-486
Scottsdale, AZ. 85254
480-391-3800

4.3 REQUIREMENTS CONTRACT:

Contractor signifies its understanding and agreement by signing this document, that this Contract is a requirements contract based on the Scope of Work detailed in Exhibit B.

4.4 ESCALATION:

Any requests for reasonable price adjustments must be submitted thirty (30) days prior to the Contract expiration date. Requests for adjustment in cost of labor and/or materials must be supported by appropriate documentation. If County agrees to the adjusted price terms, County shall issue written approval of the change. The reasonableness of the request will be determined by comparing the request with the Producer Price Index or by performing a market survey.

4.5 TERMINATION:

County may unconditionally terminate this Contract for convenience by providing thirty (30) calendar days advance notice to the Contractor.

County may terminate this Contract if Contractor fails to pay any charge when due or fails to perform or observe any other material term or condition of the Contract, and such failure continues for more than ten (10) days after receipt of written notice of such failure from County, or if Contractor becomes insolvent or generally fails to pay its debts as they mature.

4.6 STATUTORY RIGHT OF CANCELLATION FOR CONFLICT OF INTEREST:

Notice is given that pursuant to A.R.S. § 38-511 the County may cancel this Contract without penalty or further obligation within three years after execution of the contract, if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County is at any time while the Contract or any extension of the Contract is in effect, an employee or agent of any other party to the Contract in any capacity or consultant to any other party of the Contract with respect to the subject matter of the Contract. Additionally, pursuant to A.R.S § 38-511 the County may recoup any fee or commission paid or due to any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County from any other party to the contract arising as the result of the Contract.

4.7 OFFSET FOR DAMAGES;

In addition to all other remedies at law or equity, the County may offset from any money due to the Contractor any amounts Contractor owes to the County for damages resulting from breach or deficiencies in performance under this contract.

4.8 ADDITIONS/DELETIONS OF SERVICE:

The County reserves the right to add and/or delete products and/or services provided under this Contract. If a requirement is deleted, payment to the Contractor will be reduced proportionately to the amount of service reduced in accordance with the proposal price. If additional services and/or products are required from this Contract, prices for such additions will be negotiated between the Contractor and the County.

Any and all changes of significance to the Scope of Work, herein attached as Exhibit B, shall be documented via a formal Written Change Order documentation process.

4.9 SUBCONTRACTING:

The Contractor may not assign this Contract or subcontract to another party for performance of the terms and conditions hereof without the written consent of the County, which shall not be unreasonably withheld. All correspondence authorizing subcontracting must reference the Proposal Serial Number and identify the job project.

4.10 AMENDMENTS:

All amendments to this Contract must be in writing and signed by both parties.

4.11 RETENTION OF RECORDS:

The Contractor agrees to retain all financial books, records, and other documents relevant to this Contract for five (5) years after final payment or until after the resolution of any audit questions which could be more than five (5) years, whichever is longer. The County, Federal or State auditors and any other persons duly authorized by the Department shall have full access to, and the right to examine, copy and make use of, any and all said materials.

If the Contractor's books, records and other documents relevant to this Contract are not sufficient to support and document that requested services were provided, the Contractor shall reimburse Maricopa County for the services not so adequately supported and documented.

4.12 AUDIT DISALLOWANCES:

If at any time County determines that a cost for which payment has been made is a disallowed cost, such as overpayment, County shall notify the Contractor in writing of the disallowance. County shall also state the means of correction, which may be but shall not be limited to adjustment of any future claim submitted by the Contractor by the amount of the disallowance, or to require repayment of the disallowed amount by the Contractor.

4.13 VALIDITY:

The invalidity, in whole or in part, of any provision of the Contract shall not void or affect the validity of any other provision of this Contract.

4.14 RIGHTS IN DATA:

The County shall have the use of data and reports resulting from this Contract without additional cost or other restriction except as provided by law. Each party shall supply to the other party, upon request, any available information that is relevant to this Contract and to the performance hereunder.

4.15 INTEGRATION

This Contract represents the entire and integrated agreement between the parties and supersedes all prior negotiations, proposals, communications, understandings, representations, or agreements, whether oral or written, express or implied.

IN WITNESS WHEREOF, this Contract is executed on the date set forth above.

CONTRACTOR

AUTHORIZED SIGNATURE

PRINTED NAME AND TITLE

ADDRESS

DATE _____

MARICOPA COUNTY

BY: _____
DIRECTOR, MATERIALS MANAGEMENT

DATE _____

APPROVED AS TO FORM:

MARICOPA COUNTY ATTORNEY

DATE _____

EXHIBIT A PRICING

	Victoria Thomas Executive Director & Technical Analyst	Timothy Peters Infrastructure Analyst	Robert Savesky Senior Financial Analyst	Pedro Romeiro Technical Analyst Project Manager	Claudia Funkhouser Carrier Services Analyst	Telecom Analyst Systems Engineer	Admin Report Prep
	Days	Days	Days	Days	Days	Days	Days
1-Collect and Review Data	1	1	1	1	1	2	0
2-Functional Assessment							
Interviews, Identify User Requirements, Evaluate Functional Capabilities	5	0	0	3	0	2	0
Benchmark User Requirements & Evaluate Technical Capabilities	3	0	0	3	0	3	0
3-Technical Assessment							
Assess current environment, Site Surveys/ Review Documentation/ Research Upgrades / Replacements	3	0	0.5	3		3	0
Network Connectivity/Infrastructure Assessment	0.5	4	0	0.5	2	2	0
4-Cost Analysis							
Determine Current Costs	1	0.5	4	1	1	0.5	0
Assess Alternative Cost Models	2	0.5	3	2	0.5	2	0
Formulate Beneficial Value and ROI,	1.5	0.5	2	1	0	0.5	0
5-Develop Prelim. Outline Rpt.							0
Dev/Present Preliminary Outline,	1	1	1	2	0.5	3	0.5
6-Develop Final Report	3	3	3	3	1	4	2
7-Final Report Presentation	0.5	0.5	0.5	0.5			
8-Meetings and project admin	2	1.5	2	3	1	2	
Total Days	23.5	12.5	17	23	7	24	2.5
Total Hours	188	100	136	184	56	192	20
Rate per hour	\$120	\$120	\$120	\$120	\$100	\$100	\$15
Total labor Costs	\$22,560	\$12,000	\$16,320	\$22,080	\$5,600	\$19,200	\$300
Total Consulting Fees	\$98,060						
Traveling Expenses (estimate)	\$1,500						
Total Fees and Costs	\$99,560						

EXHIBIT B SCOPE OF WORK

1.0 INTENT

TRI - ASSESSMENT APPROACH AND METHODOLOGY

Overview of Process

Telecom Resources International, Inc. (TRI) has developed a proven process for assessing current telecommunications environments, identifying current and future needs, identifying options to meet the needs, and developing strategies to obtain the strategic telecommunications business and operational goals.

The first point of consideration in developing an affective plan to perform the work specified by the County, the following approach is required;

- 1) Size up the project tasks
- 2) Identify level of expertise required
- 3) Assure that adequate resources are assigned to complete the project on time.

Given the short timeline requirements for project completion, TRI will assign multiple consulting resources to project activities to be performed simultaneously. We see the following components requiring discipline specific skills and experience. **Technical Analysis**, the **Needs Assessment**, and **Cost Assessments**. These activities will be performed simultaneously but will integrate in the final analysis.

TRI's proposed services for the County will include personnel interviews with department and functional areas, key employees to identify user needs, currently unmet needs and near (1-5 years) and long term (5-10 years) telecommunications functionality and growth requirements.

TRI, with County staff assistance, will also determine what documentation is available that will assist in assessing the current telecommunications environment and will review any available reports, studies, network diagrams and summaries. TRI will then identify any missing information required to provide a complete evaluation of the current environment and report this to the assigned project manager.

Once the telecommunications needs are identified, the current environment assessed, a gap analysis is performed and options for meeting the required needs, short term and long term are identified. This will include equipment and services requirements and costs, implementation and training costs, staffing and maintenance costs for a projected 5-10 year life cycle. Manufacturers and local service providers as well as local exchange carriers that can meet the needs of the County will then be identified and evaluated for viability and product history and direction.

TRI will review the County's RFP and will assess the stated functional requirements, system feature specifications against the current capabilities supported by the current system. TRI will further benchmark its captured needs analysis, with the current system capabilities and the stated RFP requirements.

TRI will then identify the County's strengths and weaknesses, opportunities and risks in the findings and present them in a professional assessment and strategic final report to the County. Below is a detailed task breakdown to address the County's scope of work.

2.0 SCOPE OF WORK

2.1 Task 1 - Collect and Identify Information

- 2.1.1 Submit a list requesting existing documentation for the County to provide to TRI for evaluation. This information will assist in the assessment and development of the recommendation reports.
- 2.1.2 Collect and identify existing system information including any configurations of the hardware, software, and related major components of the systems.
- 2.1.3 Identify current environment from an enterprise-wide system configuration, and current multi-site connectivity infrastructure.
- 2.1.4 Identify connectivity configurations, current trunk lines, telephone numbers, Customer Service Records (CSR), and network costs.
- 2.1.5 Collect all data related to current costs of ownership.
- 2.1.6 Cost data related to LEC and IXC services – General ledger accounts payable telecom cost data, contracts, billing data.
- 2.1.7 Costs related to equipment maintenance, replacement parts and repair history.
- 2.1.8 Internal support resources, admin support, operating budgets and actual expenditures.
- 2.1.9 System performance data, service level data, traffic data, LEC
- 2.1.10 Catalog, inventory and organize and review data.
 - 2.1.10.1 Submit list for any Missing Data?
 - 2.1.10.2 Collect Additional Data.

Materials Ready for Study & Analysis

- **DELIVERABLES: Inventory of data Collected**

2.2 Task 2- Evaluate the County's current RFP

- 2.2.1 Analyze RFP specified requirements and features to determine how it meets the needs of users.
- 2.2.2 Analyze RFP requirements against the capabilities of the current telecommunications systems.

2.3 Task 3- Needs Assessment and Functional Analysis- Interviews

- 2.3.1 Identify departments with special communications needs and schedule interviews.
- 2.3.2 Identify user requirements through department interviews.
- 2.3.3 Issue survey to end users as identified by the County.

- 2.3.4 To determine the needs of the County call center TRI will assess the current call center operations, and related work processes.
- 2.3.5 TRI will interview key staff, including managers, front line customer service agents and any operations supporting staff to gather feedback on the overall operations, business goals and call process requirements, and user needs.
- 2.3.6 Interviews with the vendors (network service providers and equipment vendors) to gather their perspective on the County's services and needs.
- 2.3.7 Assess user instrument and system functionality requirements.

The following key tasks provide a baseline for the analysis related to service and operations issues.

- 2.3.8 We will observe call handling procedures, and listen to live calls.
- 2.3.9 Capture and assess the current call center operations, work processes, customer transactions.
- 2.3.10 Assess call volumes, call types, skills, routing and process methodologies.
- 2.3.11 Trunking strategy, engineering methodology, capacity issues.
- 2.3.12 Assess and review traffic measurement reports, call volumes.
- 2.3.13 Determine current and future service demands.
- 2.3.14 Assess end to end call processing and resolution methodologies.
- 2.3.15 Call Center Management/ Service Levels.
- 2.3.16 We will run and review call center performance reports.
- 2.3.17 Determine if system is capable of measuring and reporting on key performance data and trends to adequately allow managers to make service decisions.
- 2.3.18 Call Routing Methods; Perform test calls to identify the various call routing options currently offered to callers. Identify and review call routing schemes.
- 2.3.19 Assess call volume and staffing requirements.
- 2.3.20 Assess current calls handled by automated systems and future plans.
- 2.3.21 Assess all call statistics.
- 2.3.22 Assess all agent statistics.
- 2.3.23 Assess staffing needs and develop staffing models.
- 2.3.24 Emergency Options for Call Handling & Estimated Cost Models.

DELIVERABLES:

- **User functional requirements by department.**
- **Framework for gap Analysis.**

2.4 **Task 4- Telephony Assessment. (Technical Analysis- Assessment process and deliverables)**

- 2.4.1 Gather and all existing documentation related to telephone systems.
- 2.4.2 Review technical and functional capabilities of the current call center telephony systems to determine if the current systems are capable of meeting the County's needs effectively and efficiently.
- 2.4.3 Evaluate current telephone system infrastructure; PBX- Voice mail/ Auto/ Attendant/ACD/IVR equipment- Current hardware components- hubs- remotes- ancillary equipment.
- 2.4.4 Review equipment and network redundancy and disaster recovery components.
- 2.4.5 Network topology and connectivity components, fiber, microwave, Telco, LD.
- 2.4.6 Assess system capacity-ports, locations-configurations- scalability.
- 2.4.7 Assess system hardware components age and software versions.
- 2.4.8 Assess current and future availability of replacement parts and new components for expansion.
- 2.4.9 Assess required or recommended system network up-grades.
- 2.4.10 System Management and Administration Capabilities.
- 2.4.11 Identify any limitations of the current telephony systems.
- 2.4.12 In the process, we will identify opportunities to improve services with current resources.

DELIVERABLES

- Report on call center needs, with detailed descriptions of needs and how the current systems align with those needs.
- Document and summarize current infrastructure.
- Identify system strengths and feasibility to support long term goals.
- Identify system short falls to support current and future demands.
- Identify opportunities to improve the existing system.
- Develop technical assessment report.
- Identify any other telephony requirements.
- Develop technical assessment report.

2.5 **Task 5- Identify and Evaluate Options**

- 2.5.1 Assess alternative technology (upgrade vs. replace vs. TDM vs. VoIP, etc.) solutions to improve service, identify opportunities and accommodate anticipated growth and new applications.

- 2.5.2 Assess beneficial use for County's investment for available options.
- 2.5.3 Assess risks or short falls associated with the current systems.
- 2.5.4 Assess the viability and direction of the current equipment and service providers.
- 2.5.5 Estimate and assess the timelines, effort and cost related to the procurement and full deployment for each alternative solution.

COST ANALYSIS

- Total Cost of Operations Analysis
- Establish a base case cost model for operations, equipment and infrastructure using the County's cost information
- Create a series of scenarios to determine the costs over the next 5-10 years to meet the County's requirements through upgrades and changes to the current system.
- Determine the effect upon changes to service, maintenance and supply contracts
- Develop the Cost of Replacement
- Develop a cost model to reflect the acquisition costs of a new system and the subsequent annual cost of operations.
- Develop a funding model taking into account the funding requirements and the sources of funds.
- These models will be set up for future use since informal vendor quotes are being used. The actual RFP process is not being conducted as part of this study.
- Cost of ownership backed by financial data, 5-10 year budget models, with equipment costs, capital expense vs. expense, amortization analysis.

DELIVERABLES: Provide cost model & illustrations

- Up-grade and expand the current system
- Purchase new system

2.6 Task 6- Develop Strategic Plan, Options and Recommendations

- 2.6.1 Present options, solutions, costs and plan for implementation.
- 2.6.2 Recommend any changes for increased system functionality.
- 2.6.3 Recommend changes of existing systems, or procedures to reduce operating costs.
- 2.6.4 Recommend any upgrades, replacements, or new combined efficiencies.
- 2.6.5 Recommend any identified work flow changes or resource additions to improve the service.
- 2.6.6 Address the benefits to the County for any changes, upgrades, new replacements or resource additions.
- 2.6.7 Provide costs estimates and ROI analysis of recommendations for improvement.
- 2.6.8 Recommend logistical timelines for deploying recommendations.
- 2.6.9 Deliver a final report to CIO management to provide a strategic plan for long term investment.

DELIVERABLES

- Develop and present draft Report
- Develop and Present Final Report

2.7 **FURTHER DEFINE:**

2.7.1 WHAT ARE THE KEY JUSTIFICATION DRIVERS

2.7.2 RECOMMENDATIONS – BUSINESS CASE

DEVLIVERABLES:

- Recommendations – Draft Report
- Recommendations – Final Report

TRI, INC, 7119 E. SHEA BLVD #109-486, 8989 E. VIA LINDA #214B, SCOTTSDALE, AZ 85254

PRICING SHEET B0700177

Terms:	NET 30
Vendor Number:	W000005847 X
Telephone Number:	480/391-3800
Fax Number:	480/451-1247
Contact Person:	Victoria Thomas
E-mail Address:	vthomas@tri-1.com
Certificates of Insurance	Required
Contract Period:	To cover the period ending September 27, 2006.